

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section (scroll down to EVV) at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

May 25, 2022

Training News

Are You Ready for Palco Phase II Go Live?

The transition from FOCoSOnline to Palco Connect is being delayed past the original 5/21/22 go-live. With recent wildfires impacting participants, employees, and provider agencies, the state is postponing the Phase II Go Live to ensure that all members of our waiver system are ready for the changes in Phase II.

The data transition moratorium has been lifted at this time. Participants and consultants can RESUME submission of SSPs/ISPs and budgets in the FOCoS online system for initial and revision budgets.

To make sure you're ready for this transition, you should continue to prepare by:

- ✓ Attend a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) attend a training hosted by Palco
- ✓ Visit www.PalcoFirst.com/New-Mexico to find helpful training resources including recorded training sessions, the Palco Connect user guide, the AuthentiCare mobile app user guide

We have recently posted trainings for self-directing Employers and Workers on our Palco you tube page that allow the individual viewing the trainings to turn on the Closed Caption feature.

Self-directing Employers can access these resources at the following links:

- New Mexico Employer Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=GsoSN66LeEY>
- New Mexico Employer Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=R7c3P956auU>

Self-directing Workers can access these resources at the following links:

- New Mexico Worker Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=686hMIIGs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>

As part of Phase 2 of this project, we will:

- Transition from FOCoSOnline to the Palco web portal
- Offer an online enrollment option using Palco Intake to enroll new members, employees, and Employers of Record

- Offer an online resource, Palco Connect, for electronic timesheet review and approval for Employers and Workers
- Offer an online administrative resource, Palco Case Management Portal, for professional users like State staff, MCO staff, Utilization Reviewers, Care Coordinators, Support Brokers, and CCSC
- Offer an Electronic Visit Verification (EVV) solution for SDCB Vendor Agency Providers called AuthentiCare

Critical Updates

Electronic Visit Verification for Personal Care and Respite Services

The Centers for Medicare and Medicaid Services, in compliance with the 21st Century Cures Act, require all states to use Electronic Visit Verification (EVV) for Personal Care (PCS) and Respite Services. EVV data is collected using the Fiserv/AuthentiCare system. Unless the EOR has an approved electronic timesheet exception, all SDCB PCS and respite employees should be using the EVV system and the EOR should be approving time AuthentiCare.

Major Issues & Resolutions

Reminder: Email Campaign

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for:

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. **These e-mail notifications will help you ensure timesheets are correct and payments will be on time.**

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example, an employee and an employer **cannot share the same** e-mail address.

EORs and Employees

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a [Change of Information form](#) to Conduent at docprocessing@conduent.com.

Impacts of not having a valid email on file:

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.

- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC or e-mail Conduent to update the information).

If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.

Fingerprinting Update

Effective January 1, 2022, all caregivers are required to complete a background check at time of hire (see 29-17-4 NMSA and 7.1.12.2 NMAC). Caregivers hired between April 1, 2020, and December 31, 2021, during Public Health Emergency, must now come into compliance with this requirement.

Many workers received information on completing the background check with required fingerprinting. This correspondence gave workers 20 days to complete the fingerprinting process. Unfortunately, several workers failed to comply within the specified timeline.

All workers who were issued vouchers for fingerprinting but failed to comply within 20 days will be automatically issued a new voucher. These vouchers will come via email from the sender: selfdirectionsupport@conduent.com and will include the subject line: Fingerprint Voucher. Please monitor your email, including any "junk" folders, for this correspondence.

Caregivers must complete the fingerprinting process within 20 days of receipt of the new voucher. Workers who do not complete their fingerprinting within the 20-day period will be disqualified from providing caregiving services and will be required to restart the hiring process to continue their employment.

You may find your nearest fingerprinting site by going to <https://www.aps.gemalto.com/nm/Maps/MapFrame.htm> and clicking on the location. Some locations offer digital fingerprinting, some paper cards, and some offer both. In addition, you may take the voucher to any Sheriff's Office in New Mexico to complete fingerprinting. Please note: the prior voucher has expired and will no longer be accepted at the fingerprinting locations. You must bring the new voucher with you to complete fingerprinting.

If you have any questions or need more information, please contact the Consolidated Customer Service Center at 1-800-283-4465.